

April 6, 2020

Service Update - COVID-19 and your Pension & Benefit plans

The Covid-19 situation continues to evolve and we know you are relying on us to serve you in this changing environment.

To protect our ability to operate we began remote work on March 16, 2020. **We know it is critical that we maintain core activities, including payment of Pension benefits, as well as wage loss for Weekly Indemnity, Long-term Disability and the recently introduced COVID-19 Quarantine/Self-isolation Benefits.**

We recognize our shift to remote work has resulted in many changes.

Where we previously enjoyed the opportunity to interact in person with our members, we are now providing service online and asking you to submit enquiries and claims electronically. We want to thank you for the patience you have shown in adjusting to these changes.

For the immediate future we expect to continue working remotely. We will monitor the advice from public health authorities on when it is safe for the team to return to the office.

During this time we encourage you to contact us and to submit claims as follows:

- **Email - scans and photographs are now temporarily acceptable**
- **Fax - (604) 681-7447**
- **Mail – *please recognize processing times may be slower than by other methods of delivery***

Credited time applications:	creditedtime@webc.ca
Dental:	dental@webc.ca
Enrolments:	enrolments@webc.ca
Extended Health:	extendedhealth@webc.ca
Long-term Disability:	ltd@webc.ca
Pensions:	pensions@webc.ca
Weekly Indemnity & Covid-19 quarantine/self-isolation:	weeklyindemnity@webc.ca
Other Enquiries:	info@webc.ca

We thank you all for your patience and understanding as we work through this together.

We will continue to update you on our operational status as we make changes.

Kind regards,



Darren McKnight
General Manager, WEBC

